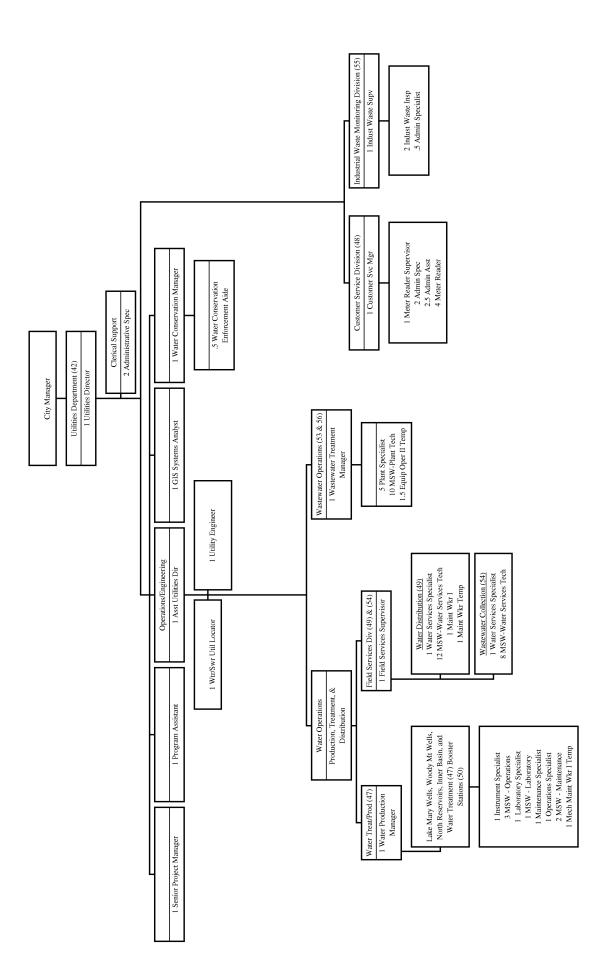
UTILITIES DEPARTMENT MISSION

The mission of the **Utilities Department** is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers.

We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations.

We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.



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PROGRAM DESCRIPTION

Coordinates activities of the Utilities Department. Administers the department safety program, water conservation program, Water Commission activities, City Change Order Committee, and acts as Forest Service liaison. Provides representation for the City of Flagstaff to various planning groups such as the Technical Advisory Group for the Coconino Plateau Water Advisory Council and the Technical Advisory Committee for the National Park service/U.S. Forest Service Lake Mary Watershed planning group. Reviews proposed water legislation and provides input to Council and legislators. Represents the City of Flagstaff on the Northern Arizona Water Users Association. Assesses Utilities capital improvements needs, prioritizes needs, and provides project management engineering services for capital improvement projects. Administers water and sewer computer modeling activities for the City and new developments. Provides Blue Stake locating services. Investigates customer, staff, and City Council inquiries and follows up on complaints. Provides permit administration for NPDES, APP, Reuse, and other

permits as required. Reviews new developments and represents the Department on a multitude of various committees. Provides all clerical services for the Department and Utilities GIS services for the City.

FY 06 ACCOMPLISHMENTS

- ✓ Purchased Red Gap Ranch to be available as a future sorce of water supply to the City of Flagstaff.
- ✓ Updated Utilities Capital Improvement Program
- ✓ Hired a Program Administrator for NAMWUA.
- ✓ Received Water Conservation Award from the Bureau of Reclamation
- ✓ Revised Recapture Ordinance and presented to various stakeholders and City Council
- ✓ Developed a Water Acquisition Impact Fee and presented to City Council
- ✓ Updated Capacity Fees and presented to City Council
- ✓ Filled division head vacancies in Industrial Waste, Customer Service, and Wastewater Treatment.
- ✓ Completed construction of City's obligation for reclaimed water system to serve Flagstaff Mall
- ✓ Brought together the Navajo and Hopi as a consortium with Flagstaff to discuss groundwater issues

FY 07 NEW INITIATIVES

- Establish management for Red Gap Ranch
- Continue groundwater development program
- Resolve cost problems with the Wildcat Wastewater Improvement Project and begin construction.

PERFORMANCE MEASURES

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Provide uninterrupted water and sewer service to the citizens of Flagstaff **Objective:** Insure water and sewer infrastructure is adequate for new development

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Water and sewer impact analyses performed	19	16	16	16
Capital projects managed	14	18	18	18
Number of system-wide water curtailments	0	0	0	0
Per capita water use	121	117	117	117

Council Priority/Goal: FISCAL HEALTH

Goal: Provide a rate structure to meet the financial needs of the utility

Objective: Update rates on a regular basis

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Review rates with internal rate model	Yes	Yes	Yes	Yes
Update rate model to accomodate system changes	No	No	Yes	No
Update user fees, impact fees	Yes	Yes	Yes	Yes

Council Priority/Goal: CUSTOMER SERVICE

Goal: Exceed customer's water and wastewater service expectations

Objective: Reduce water outage hours (repairs) and number of public sewer blockages

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Water outage hours	1,724	1705	1,700	1,650
Public sewer blockages	41	32	28	24

Council Priority/Goal: PUBLIC SAFETY

Goal: Provide safe drinking water and wastewater

Objective: No permit violations

	CY 04	CY 05	CY 06	CY U/
Measures:	Actual	Actual	Estimate	Proposed
Number drinking water violations	5	6	0	0
Number wastewater permit violations	1	1	0	0

Annual Financial Plan 218 City of Flagstaff

EXPENDITURES BY CATEGORY:										
	-	Actual		Adopted		Estimated		Proposed		danak Danak
		penditures 004-2005	2	Budget 2005-2006		kpenditures 2005-2006	2	Budget 2006-2007		dget-Budget Variance
PERSONAL SERVICES	\$	709,101	\$	771,162	\$	789,397	\$	845,190	\$	74,028
CONTRACTUAL		217,413		499,194		464,646		267,576		(231,618)
COMMODITIES		46,263		56,017		62,605		50,755		(5,262)
CAPITAL	_	21,691	_	10,780	_		•	10,780	_	(400.050)
TOTAL	\$	994,468	\$	1,337,153	\$	1,316,648	\$	1,174,301	\$	(162,852)
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	538,828	\$	749,537	\$	736,500	\$	595,245	\$	(154,292)
WATER COMMISSION		600	·	3,055	·	2,795	·	2,795		(260)
CITY WTR SYSTEM ANALYSIS		10,736		5,816		8,487		7,585		1,769
FIXED ASSET INVENTORY		-		14,816		14,816		16,186		1,370
CITY SWR SYSTEM ANALYSIS		4,349		13,187		12,705		9,690		(3,497)
ENGINEERING		316,528		302,185		363,781		294,446		(7,739)
BLUE STAKE		14,700		(1,789)		(2,209)		(4,875)		(3,086)
WATER CONSERVATION		102,931		163,407		167,960		153,054		(10,353)
GIS-UTILITIES		-		76,159		11,813		89,395		13,236
WILDLIFE VIEWING AREA		5,796		10,780		-		10,780		-
TOTAL	\$	994,468	\$	1,337,153	\$	1,316,648	\$	1,174,301	\$	(162,852)
SOURCE OF FUNDING:	WAT	FR AND WAS	STEW	ATER FUND			\$	1,174,301		
WATER AND WASTEWATER FUND					\$	1,174,301				
COMMENTARY										

COMMENTARY:

The Utilities Administration operating budget has decreased 12% and capital expenditures total \$10,780, resulting in an overall decrease of 12%. Personal Services increases are due to a 9% pay plan adjustment, and increases in ASRS, health insurance, and dental insurance. Contractual decreases are primarily due to prior year consulting and legal fees. The small decrease in Commodities is due to prior year one-time items. One-time items in this division are \$4,650 for Sewer Gen software upgrade, \$10,000 for Wildlife Viewing Area, and \$8,775 for VB Programming training.

Annual Financial Plan 219 City of Flagstaff

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PROGRAM DESCRIPTION

The Lake Mary Water Treatment Plant provides conventional surface water treatment for waters from Upper Lake Mary. Staff is responsible for the operation of the Water Plant and all other water production facilities including: Lake Mary Wellfield, Woody Mountain Wellfield, the Inner Basin wells and springs, local wells, and the Reservoir Filtration Plant. Staff also operates and maintains system water tanks and booster stations (Division 50). The State certified Compliance Lab provides analysis for process control and water sampling for compliance.

This Division cost effectively produces water that meets all Safe Drinking Water Act requirements. It manages the quantity of stored water to provide flows to customers, with an adequate reserve for fire fighting. It teaches public awareness of the water system through educational programs and demonstrations.

FY 06 ACCOMPLISHMENTS

- ✓ Cost savings and groundwater recharge accomplished by maximizing Surface water due to Lake Mary being full.
- ✓ APSES implements cost saving strategies by retrofiting motors and lights throughout the Production System.
- ✓ Reservoirs on Shultz Pass Rd. are rehabed to comply with State requirements.
- ✓ Performed major overhaul of flocculation section of treatment basin #2.
- ✓ Rehabbed motor control center at WM #5 and LM #2
- ✓ Installed new aeration line in Upper Lake Mary for Lake mixing and manganese control.
- Purchased electric car for plant site trips, highly successful.

FY 07 NEW INITIATIVES

- Implement Skill Based Pay (multi skilled workers) for Production staff.
- Have all groundwater sources functional and anticipate using them predominately due to poor winter.
- Update and upgrade SCADA system for State compliance and long term reliability.
- Rio Well operational with added function in the building of dispensing reclaim water.

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Insure all instrumentation and reporting devices are working properly

Objective: Reduce the amount of monitoring violations

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of tests performent	1256	1590	1500	1550
Number of Safe Drinking Water Violations (monitoring)	5	3	3	0

Council Priority/Goal: CAPITAL IMPROVEMENT

Goal: Replace aged infrastructure that becomes inoperative and lessens supply.

Objective: Install Inner Basin pipe

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Feet of pipe installed	4110	3160	2640	2640

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Expand current supply network for increased capacity

Objective: New wells, booster stations, rehabilitated wells, increased efficiency

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Expanded capacity	1	0	1	2
New and reconditioned wells	1	1	1	1
Booster stations and tanks	1	0	1	1

Council Priority/Goal: QUALITY OF LIFE

Goal: Water as a good value: Cost conscious, environmentally aware.

Objective:

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Gallons produced	2688	2658	2700	3000
Cost per 1000 gallons to produce	1.04	.94	1.15	1.2

EXPENDITURES BY CATEGORY:										
	Actual Adopted		E	Estimated		Proposed				
	E	penditures		Budget	E	penditures	Budget		Budget-Budg	
		004-2005	2	2005-2006		005-2006	2	2006-2007		/ariance
PERSONAL SERVICES	\$	593,330	\$	715,493	\$	684,661	\$	700,701	\$	(14,792)
CONTRACTUAL		1,373,710		2,144,320		1,891,235		2,267,820		123,500
COMMODITIES		323,000		283,313		337,300		312,964		29,651
CAPITAL		185,458		887,025		372,619		772,405		(114,620)
TOTAL	\$	2,475,498	\$	4,030,151	\$	3,285,815	\$	4,053,890	\$	23,739
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	380,660	\$	414,569	\$	425,181	\$	430,532	\$	15,963
WATER TREATMENT OPERATION		242,299		267,924		328,124		286,744		18,820
CHEMICAL ANALYSIS		182,975		229,855		230,790		253,714		23,859
BLDGS & GROUNDS MAINT		64,469		272,190		85,164		257,459		(14,731)
EQUIPMENT MAINTENANCE		195,470		212,325		275,178		156,068		(56,257)
USFS LAKE MARY CONTRACT		8,860		8,860		8,860		8,860		- /
UPPER LAKE MARY DAM IMP		3,156		21,000		20,983		21,000		_
SEDMNTION BASIN MODS (90)		-		15,000		15,000		15,000		_
SCADA TRACKING		28,855		25,350		20,458		35,350		10,000
FOXGLEN WELL		130		-		, -		, -		, -
CONTINENTAL WELL		54		_		_		_		_
LOCAL WELLS		390,703		543,416		514,302		556,416		13,000
LAKE MARY WELLFIELDS		264,798		614,244		530,495		449,493		(164,751)
WOODY MOUNTAIN WELLFIELD		616,099		834,597		644,500		881,563		` 46,966 [°]
NORTH RESERVOIRS		28,372		73,265		60,385		63,467		(9,798)
INNER BASIN DEVELOPMENT		54,042		135,524		100,195		210,809		75,285
INNER BASIN PIPELINE		14,556		362,032		26,200		427,415		65,383
TOTAL	\$	2,475,498	\$	4,030,151	\$	3,285,815	\$	4,053,890	\$	23,739
SOURCE OF FUNDING:										
SOURCE OF FUNDING: WATER AND WASTEWATER FUND						\$	4,053,890			
	WATERAND WAGTEWATER TOND				\$	4,053,890				
COMMENTARY										

COMMENTARY:

The Lake Mary Water Treatment Plant operating budget has increased 4% and capital expenditures total \$772,405 resulting in an overall increase of 1%. Personal Services has decreased due to a retirement payout and new staff replacement. This decrease was partially offset by a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. Contractuals increase is due to utilities, gas & oil, and consultants. Commodities increases are due to chemicals, various pieces of equipment, and materials for road repairs. One-time expenditures for this division are consultants (\$15,000) to solve re-occurring trending problems. Major capital (>\$10,000) includes \$60,000 boom truck, \$20,000 Lake Mary Wellfields, \$32,000 Composting Toilets, \$20,000 Upper Lake Mary Dam Rehab, \$401,000 Inner Basin Pipeline, \$193,125 Water Plant Remodel & \$17,780 for Reservoir Filtration Plant Roof.

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

Customer Service is responsible for meter reading, water and sewer billing, and collection of delinquent accounts including the disconnection and lock off of water service for unpaid billings and non-sufficient fund checks for the Utilities Department. Unusually high or

low water consumption is investigated and inactive meters are monitored for possible consumption. This division is also responsible for cashiering operations for most City departments and for the calculation and collection of utility system fees for all new or added construction.

FY 06 ACCOMPLISHMENTS

- Expanded the acceptance of credit card payment to other City services.
- ✓ Installed bill scanners at all Cashier windows.
- Only one injury accident during calendar year 2005.

FY 07 NEW INITIATIVES

- Purchase new data collector to improve the electronic reading of meters and identify the meters that may be faulty and not providing a signal.
- Set up Inter-department billing to charge other City accounts directly from the Utility system, thus discontinuing the need for Accounts Payable to process a check.

PERFORMANCE MEASURES

Council Priority/Goal: <u>FISCAL HEALTH</u>

Goal: Limit the amount of accounts written off.

Objective: Timely collections of past due accounts and adequate deposits to reduce amount of receivables to write off.

	CY 04	CY 05	CY 06	CY U/
Measures:	Actual	Actual	Estimate	Proposed
Collection activity (delinquent accounts/total accounts)	3.2 %	2.9%	4.0 %	4.0 %
Annual write off of customer accounts, excluding bankruptcies	\$43,150	\$36,853	\$35,000	\$35,000
Write offs as a percentage of total billed	0.21%	0.17%	0.20%	0.20%

Council Priority/Goal: ORGANIZATIONAL SUPPORT

Goal: Provided employees with proper training for safety and technical aspect of their positions.

Objective: We will improve our employees' safety records and knowledge by providing the necessary training.

	CY 04	CY 05	CY 06	CY U/
Measures:	Actual	Actual	Estimate	Proposed
Safety training hours provided to staff	38	23	75	75
Technical/Computer training provided to staff	196	61	200	200
Number of injury accidents	3	1	0	0

Council Priority/Goal: CUSTOMER SERVICE

Goal: Provide timely and accurate billings.

Objective: Reduce estimated meter reads and bill in a timely manner.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Percent of estimated meter reads	2.93%	8.11%	2.90%	2.00%
Number of cycle bills sent out within 34 days of prior bill. (36 total cycles)	n/a	35	36	36
Average number of days between bills	n/a	30.44	31.00	31.00

EXPENDITURES BY CATEGORY:											
	Actual Expenditures 2004-2005			Adopted Budget 2005-2006		Estimated Expenditures 2005-2006		Proposed Budget 2006-2007		Budget-Budget Variance	
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$	463,848 121,582 27,574 - 613,004	\$	508,437 171,690 99,695 6,000 785,822	\$ \$	507,335 157,675 83,274 - 748,284	\$	524,039 202,590 72,500 37,500 836,629	\$	15,602 30,900 (27,195) 31,500 50,807	
EXPENDITURES BY PROGRAM:											
GENERAL ADMINISTRATION FIELD READING COLLECTION CUSTOMER SERVICE TOTAL	\$	123,959 149,508 67,466 272,071 613,004	\$ \$	212,947 202,934 76,762 293,179 785,822	\$ \$	231,945 172,110 81,916 262,313 748,284	\$ \$	201,178 244,439 81,480 309,532 836,629	\$	(11,769) 41,505 4,718 16,353 50,807	
SOURCE OF FUNDING:	GENERAL FUND LIBRARY FUND HIGHWAY USER REVENUE FUND WATER AND WASTEWATER FUND STORMWATER FUND AIRPORT FUND ENVIRONMENTAL SERVICES FUND				\$ \$	14,932 1,195 3,503 656,124 9,812 725 150,338 836,629					

COMMENTARY:

The Customer Service operating budget has increased 2% and capital expenditures total \$37,500 resulting in an overall net increase of 6%. Personal Services increases are due to a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. Contractuals increases are due to credit card fees. Commodities decreases are due to prior year 1 time expenditure for software. One-time items are \$4,500 for Security system for cashier area and \$2,500 for design work for the in house bill printing. The capital of \$37,500 is for a data collector.

The mission of the Utilities Department/ Water Distribution Division is to professionally and cost effectively provide water services that meet the present and future environmental, health and safety needs of the community and our co-workers.

PROGRAM DESCRIPTION

The Water Distribution system operators safely and efficiently operate, maintain and repair all water distribution lines, fire hydrants, pressure reducing stations and meters, supplying each customer with a sufficient volume of water at adequate pressures, throughout our varying elevations and pressure zones.

FY 06 ACCOMPLISHMENTS

➤ Worked with public and private engineers, contractors and customers, coordinating a wide variety of public and private development projects including: The Butler Ave waterline, Empire Ave Extension, Sunnyside Phase III A, Amberwood Booster Station and the 4th St. Railroad Crossing Phase II.

- Achieved our goal of installing 2000 radio read meters throughout our community. Enhancing customer service by providing a safe, estimate free billing process, while increasing our overall efficiency and lowering operating costs.
- Continued to update our water and sewer atlas, our CMMS (Computer Maintenance management System) and the GIS system, giving our city staff the most up to date information when planning, designing and dealing with scheduled and emergency repair projects.

FY 07 NEW INITIATIVES

- Continued improvement of our skill base pay system, developing and adding new skill blocks and the associated training criteria to develop a more efficient and multi-skilled workforce.
- ➤ A mainline flushing program that isolates and flushes over 404.4 miles of transmission and distribution mains, to improve water quality and our systems efficiency.
- ➤ A fire hydrant maintenance program that paints, inspects, maintains and repairs over 4,217 fire hydrants at least once per year.

PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u> Goal: Exceed customer service expectations.

Objective: To make sure all of our customers needs, questions and concerns have been addressed in a timely manner.

Measures:	CY 04	CY 05	CY 06	CY 07
	Actual	Actual	Estimate	Proposed
Number of complaints and responses.	201	217	220	220

Council Priority/Goal: FISCAL HEALTH

Goal: Reduce accidents and maintain high safety standards.

Objective: To communicate the importance of safety and loss control through our safety programs.

	CY 04	CY 05	CY 06	CY 07	l
Measures:	Actual	Actual	Estimate	Proposed	l
Number of loss time accidents.	0	0	0	0	l

Council Priority/Goal: PLANNING AND GROWTH

Goal: Set new water meters in a timely manner for contractors, developers and homeowners, keeping up with the rapid growth of our community.

Objective: Meters are paid for and our crews have them installed within 10 working days.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of new meter installations	546	337	500	600

Council Priority/Goal: ORGANIZATIONAL SUPPORT

Goal: Continue to develop a multi-skilled work force through skill base pay.

Objective: To develop a multi-skilled work force by developing and updating training criteria and crew rotation training schedules. To strengthen teamwork within the division.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of employees that have completed skill blocks and	7	5	6	7
received additional pay for the new skill they have learned and				
demonstrated an proficiency in.				

EXPENDITURES BY CATEGORY:								
		Actual		Adopted	E	Estimated	Proposed	
		penditures		Budget		rpenditures	Budget	dget-Budget
	_	004-2005		2005-2006		2005-2006	2006-2007	 Variance
PERSONAL SERVICES	\$	766,141	\$	808,258	\$	863,573	\$ 988,571	\$ 180,313
CONTRACTUAL		66,027		54,196		53,685	58,656	4,460
COMMODITIES		186,533		236,232		218,787	248,161	11,929
CAPITAL		216		112,150		70,140	192,010	79,860
TOTAL	\$	1,018,917	\$	1,210,836	\$	1,206,185	\$ 1,487,398	\$ 276,562
						_		
EXPENDITURES BY PROGRAM:								
GENERAL ADMINISTRATION	\$	149,445	\$	134,601	\$	137,559	\$ 117,807	\$ (16,794)
WATER SYS MAINT-OPERATION		153,526		187,675		188,488	299,389	111,714
MAIN & SERVCE LINE REPAIR		226,730		287,012		283,632	292,147	5,135
MAIN EXT-FIRE HYDR/VALVE		67,708		115,847		97,476	143,012	27,165
VALVE & FIRE HYDR MAINT		107,217		132,355		139,279	193,528	61,173
METER INSTALLATION		195,151		227,551		231,363	286,014	58,463
METER REPAIR & TESTING		119,140		125,795		128,388	155,501	29,706
TOTAL	\$	1,018,917	\$	1,210,836	\$	1,206,185	\$ 1,487,398	\$ 276,562
SOURCE OF FUNDING:								
	WA	TER AND WA	ASTE	WATER FUNI)		\$ 1,487,398	
							\$ 1,487,398	

COMMENTARY:

The Water Distribution operating budget has increased 18% and capital expenditures total \$192,010 resulting in an overall net increase of 23%. Personal Services increases are due to 2.0 FTE staffing additions that include 2 new Water Services Technicians. In addition, there is a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. The increase in Contractuals is due to utilities, education/training, and equipment rentals. Commodities increase is due to small tools, gas and oil, materials and supplies for street and highway, and other equipment under \$5,000. Major capital (>\$10,000) of \$192,010 is for two replacement 4x4 utility bed service trucks with hydraulic crane and hydraulic pump circuit along with two 1 1/2 ton trucks for the new FTE's.

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PROGRAM DESCRIPTION

Provides for the operation and maintenance of Booster Stations and Storage Tanks .

Booster Stations increase water pressure for domestic and fire service outside of the normal pressure zones of the distribution system (higher elevations.) Storage tanks provide pressure and flow during periods of time when pumps are not running or there is no power.

FY 06 ACCOMPLISHMENTS

- University Highlands tank is painted.
- ✓ Chesire tank interior is inspected and cleaned.

FY 07 NEW INITIATIVES

Perform analysis on Zone A+ to qualify and quantify adequacy of supply. May need additional circuit breaker to run pumps in tandem and additional storage due to build-out in zone.

PERFORMANCE MEASURES

Council Priority/Goal: OUALITY OF LIFE

Goal: Keep facilities operational and esthetically pleasing

Objective: Paint and clean interiors

	CY 04	CY 05	CY 06	CY 07	
Measures:	Actual	Actual	Estimate	Proposed	
Tanks painted	0	1	1	1	Ī
Tanks cleaned (diving contract)	2	2	2	1	1

SOURCE OF FUNDING: WATER AND WASTEWATER FUND						\$ \$	90,852 90,852			
TOTAL	\$	81,062	\$	76,356	\$	75,132	\$	90,852	\$	14,496
KINLANI II				1,200				-		(1,200)
RAILROAD SPRINGS BOOSTER		19,711		20,450		20,450		24,400		3,950
AMBERWOOD BOOSTER		10,619		3,550		3,700		4,450		900
AIRPORT BOOSTER		3,064		2,700		3,701		2,700		-
UNIVERSITY HIGHLANDS #1		8,457		3,525 1,800		2,550 1,600		1,800		(750)
ZONE A KINLANI		- 1,121		350 3,525		350 2,550		14,350 2,775		14,000
GENERAL ADMINISTRATION	\$	38,090	\$	42,781 350	\$	42,781	\$	40,377	\$	(2,404)
EXPENDITURES BY PROGRAM:										
TOTAL	\$	81,062	\$	76,356	\$	75,132	\$	90,852	\$	14,496
CAPITAL		7,796		-		-		-		-
COMMODITIES		1,229		3,625		3,351		3,425		(200)
CONTRACTUAL	*	39,626	•	37,150	*	36,200	*	58,636	•	21,486
PERSONAL SERVICES	\$	32,411	\$	35,581	\$	35,581	\$	28,791	\$	(6,790)
		enditures 04-2005		Budget 005-2006		enditures 105-2006		Budget 06-2007		lget-Budget √ariance
	Actual Adopted		•	Estimated		Proposed		_		
EXPENDITURES BY CATEGORY:										

COMMENTARY:

The Booster Station operating budget has increased 19% and there are no capital expenditures. The decrease in Personal Services is based on amount of charges from other divisions. Contractuals increase is due to Maintenance-Building/Structures and Utilities. One-time expenditures are \$4,386 for main reservoir diving services and \$14,000 to paint the Cheshire tank.

Provide wastewater treatment and reclaim water that meets or exceeds all federal and state permit requirements, Minimize treatment cost per unit of treated wastewater, Maintain State Certified Laboratory Standards, Encourage use of reclaim water by Fairfield golf courses and contractors, Submit all required state and federal monitoring reports accurately and on time.

PROGRAM DESCRIPTON

The Wildcat Hill Wastewater Plant is a 6 million gallonper- day advanced treatment facility. This program is responsible for the day-to-day operation and maintenance, as well as the pumping of treated wastewater to the Fairfield golf courses and contractors. The plant operates a State-certified laboratory, which performs the majority of the required routine lab analysis.

- ✓ FY 06 ACCOMPLISHMENTS
- ✓ Reintroduction of the Tickling Filters Solid Contact mode has reduced the Total Suspended Solids and Bio Chimical Oxygen Demand before the sand filters and early indications show a reduction of Nitrogen.

- ✓ Started sending treated grease to digesters, has reduced loading to the system.
- ✓ No major Primary sludge settling problems, resulting in reduced overtime and chemical consumption.
- ✓ Plant personal have been more productive in housekeeping, resulting in safety award for plant staff.
- ✓ Great sludge injection year, staff doubled the lbs. of solids injected from the previous year, due to better operation of ponds, and better operation of the sludge injection as a whole.
- Reduced the cost to treat by (24) cents per thousand gallons of influent from previous year.

FY 07 NEW INITIATIVES

- Continue to encourage the use of reclaimed water. Promote a culture of pride in ownership of our facility.
- Exceed the expectations of our customers, by educating and being involved in public activities.

PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u> Goal: Exceed the expectations of our customers.

Objective: Continue to provide services that meet or exceed all Federal, State and City requirements.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Gallons of influent treated (billions).	1.35	1.56	1.60	1.65
Gallons of septage treated (millions).	1.28	1.37	1.40	1.45
Gallons of reclaim water sold (millions).	447,347	102.7	450.0	455.0
Gallons of grease treated (thousands).	269,940	354,400	350,000	360,000
Gallons of interceptor sludge (thousands).	49,550	60,500	60,000	65,000
Dry metric tons of solids/sludge injected.	559.74	1,014.14	1,020	1,025

Council Priority/Goal: FISCAL HEALTH

UTILITIES

Goal: Maintain financial responsibility that meets or exceeds the City of Flagstaff expectations.

Objective: Maintain cost per thousand to treat.

	CY 04	CY 05	CY 06	CY 07	
Measures:	Actual	Actual	Estimate	Proposed	
Cost per thousand to treat (influent).	\$ 1.20 avg.	\$ 0.96 avg.	\$ 1.05 avg.	\$ 1.10 avg	1

Council Priority/Goal: <u>PUBLIC SAFETY</u>

Goal: Develop and maintain public security.

Objective: Continue to provide the best quality effluent by meeting or exceeding all requirements.

Management	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of NPDES permit violations (within plant design)	0	1	0	0
Number of NPDES permit violations(beyond plant capabilities)	1	2	0	0

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Promote the use of reclaim water.

Objective: Increase the number of customers using reclaim water.

Measures:	CY 04 Actual	CY 05 Actual	CY 06 Estimate	CY 07 Proposed
weasures.	Actual	Actual	∟Stilliate	Proposeu
Number of new reuse permits administered.	45	14	20	20

Council Priority/Goal: QUALITY OF LIFE

Goal: Provide a good quality of life for our customers, neighbors, and employees.

Objective: Reduce the number of complaints and injuries.

Measures:	Actual	Actual	Estimate	Proposed
Number of complaints /odors ect.	0	1	0	0
Number of on the job lost time due to accidents / injuries.	0	0	0	0

CV 04

CV 0E

CV 06

CV 07

EXPENDITURES BY CATEGORY:										
		Actual		Adopted	E	Estimated		Proposed		
	Ex	penditures		Budget	E	cpenditures		Budget	Bu	dget-Budget
	2	2004-2005	2	2005-2006	2	2005-2006	2	2006-2007		Variance
PERSONAL SERVICES	\$	643,119	\$	840,878	\$	650,766	\$	838,305	\$	(2,573)
CONTRACTUAL		505,189		525,244		589,813		540,208		14,964
COMMODITIES		295,556		300,859		256,996		333,552		32,693
CAPITAL		26,716		7,900		-		-		(7,900)
TOTAL	\$	1,470,580	\$	1,674,881	\$	1,497,575	\$	1,712,065	\$	37,184
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	110.531	\$	260.357	\$	133,538	\$	211,543	\$	(48,814)
WC-PLANT OPERATIONS	Ψ	535.685	Ψ	516.922	Ψ	522.105	Ψ	655.137	Ψ	138,215
WC-PLANT MAINTENANCE		633,628		641,241		646,329		585,745		(55,496)
WC-LAB-PROC CNTRL-MONITOR		101,639		145.702		105,681		183,902		38,200
WC-SEPTAGE		20.262		27.579		12,150		850		(26,729)
WC-WH RIO MAINTENANCE		5,555		6,112		4,683		4,342		(1,770)
WC-DRYING BEDS OPERATIONS		-		1.750		2,764		2,300		550
WC-SLUDGE INJECTION		61,952		75,218		70,325		68,246		(6,972)
DISASTER RECOVERY		1,328		75,210		70,525		00,240		(0,912)
TOTAL	•	1,470,580	\$	1,674,881	\$	1,497,575	\$	1,712,065	\$	37,184
IOTAL	Ψ	1,470,300	Ψ	1,074,001	Ψ	1,497,373	Ψ	1,7 12,003	Ψ	37,104
SOURCE OF FUNDING:										
	WA ⁻	TER AND WA	STE	WATER FUNI	D		\$	1,712,065		
					\$	1,712,065				

COMMENTARY:

The Wastewater Treatment Plant operating budget increased by 3% and there are no capital expenditures resulting in an overall increase of 2%. Personal Services decrease is due to employee turnover and rehire pay level. Contractuals increase is due to utilities. Commodities increase is due to chemicals, safety supplies and machinery & equipment parts. One-time items in the division is a \$15,000 replacement of existing fibergall grating around the chlorine contact basins.

The mission of the Utilities Department/ Wastewater Collection Division is to professionally and cost effectively provide water services that meet the present and future environmental, health and safety needs of the community and our co-workers.

PROGRAM DESCRIPTION

The Wastewater Collection system operators safely and efficiently operate, maintain and repair all wastewater collection and reclaim distribution mains and manholes. Eliminating or reducing health hazards, system failures, customer complaints and property damage throughout our community.

FY 06 ACCOMPLISHMENTS

✓ Worked with public and private engineers, contractors and customers, coordinating a wide variety of public and private development projects including: The Butler Ave waterline, Empire Ave Extension, Sunnyside Phase III A and the 4th St. Railroad Crossing Phase II.

- ✓ Using the most efficient work practices to date our preventative maintenace program has reduced the number of sewer main line bockages by 25%.
- ✓ Continued to update our water and sewer atlas, our CMMS (Computer Maintenance management System) and the GIS system, giving our city staff the most up to date information when planning, designing and dealing with scheduled and emergency repair projects.

FY 07 NEW INITIATIVES

- Continued improvement of our skill base pay system, developing and adding new skill blocks and the associated training criteria to develop a more efficient and multi-skilled workforce.
- ➤ A mainline chemical root control project that will double the number of feet of sewer lines that we currently treat.
- Continue to implement and update our CMMS (Computer Maintenance Management System) Improving the efficiency and effectiveness of our field crews.

PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u> Goal: Exceed customer service expectations.

Objective: Elminate or reduce health hazards, system failures, customer complaints and property damage.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of main line blockages	45	34	30	30

Council Priority/Goal: FISCAL HEALTH

Goal: Reduce accidents and maintain high safety standards.

Objective: To communicate the importance of safety and loss control through our safety programs.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of loss time accidents.	1	0	0	0

Council Priority/Goal: PLANNING AND GROWTH

Goal: Encourage the use of reclaim water throughout the community.

Objective: To expand our reclaim distribution system by installing distribution mains, services and fire hydrants.

Measures:	CY 04	CY 05	CY 06	CY 07
	Actual	Actual	Estimate	Proposed
Number of miles of reclaim waterlines	14.7	15.7	16.5	17.5

7

CY 07 Proposed

8

Council Priority/Goal: ORGANIZATIONAL SUPPORT

received additional pay for the new skills they have learned

and demonstrated an profciency in.

Goal: Continue to develop a multi-skilled work force through skill base pay.

Objective: To develop a multi-skilled work force by developing and updating training criteria and crew rotation training schedules. To strengthen teamwork within the division.

3

5

Measures:	CY 04 Actual	CY 05 Actual	CY 06 Estimate
Number of employees that have completed skill blocks and			

EXPENDITURES BY CATEGORY:										
		Actual		Adopted	Е	stimated		Proposed		
	Ex	penditures		Budget	Ex	penditures		Budget	Buc	lget-Budget
	20	004-2005	2	2005-2006	20	005-2006	2	2006-2007	\	√ariance
PERSONAL SERVICES	\$	452,258	\$	534,508	\$	539,966	\$	618,470	\$	83,962
CONTRACTUAL		32,926		23,710		37,340		21,504		(2,206)
COMMODITIES		94,589		167,191		163,550		182,340		15,149
CAPITAL		238,926		423,050		-		553,050		130,000
TOTAL	\$	818,699	\$	1,148,459	\$	740,856	\$	1,375,364	\$	226,905
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	160,816	\$	190,296	\$	175,496	\$	211,918	\$	21,622
SERVICE CONNECTIONS		13,231		13,102		15,848		15,494		2,392
PREVENTIVE MAINTENANCE		474,707		546,406		323,157		679,836		133,430
TV INSPECT & HYDRO-CLEAN		93,022		316,512		126,593		377,686		61,174
CORRECTIVE MAINTENANCE		69,394		69,782		86,958		76,715		6,933
RECLAIMED WATER LINE		7,529		12,361		12,804		13,715		1,354
TOTAL	\$	818,699	\$	1,148,459	\$	740,856	\$	1,375,364	\$	226,905
SOURCE OF FUNDING:										
	WAT	ER AND WA	STE	WATER FUNI	D		\$	1,375,364		
							\$	1,375,364		

COMMENTARY:

The Wastewater Collection operating budget has increased 13% and capital expenditures total \$553,050 for a net increase of 20%. Personal Services increases are due to a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. Contractuals decrease is due increased charge outs to other departments. Commodities increase is due to materials and supplies for street and highway repairs along with gas and oil increases. Major capital (>\$10,000) includes \$520,000 for 2 hydro-vac vehicles

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

This division provides monitoring, permitting, and reporting of industrial and commercial wastewater discharges into the City sewer system to assure compliance with Local, State and Federal mandated pretreatment regulations and to prevent upset at the City's wastewater treatment plants. Other activities include administration of the City's cross-connection control program, wastewater monitoring, and seepage control.

FY 06 ACCOMPLISHMENTS

✓ Worked with Malcolm Pirnie on a Local Limit Study. Results of this study will be available in July 2006.

- ✓ Joy Cone and Nestle Purina were issued new discharge permits in as a result of the expiration of their prior permits.
- ✓ Assisted permitted industries in updating their slug load plans.
- ✓ Surcharge and mass loading fees are now being calculated monthly instead of annually. The industries have expressed their satisfaction with this new process as it enables them to make any necessary process and pretreatment corrections as soon as possible.
- ✓ The City of Flagstaff Industrial Waste Division conducted two sampling training seminars. One was for industry personnel only. The other was at Tri-State for industry and pretreatment purveyors.

FY 07 NEW INITIATIVES

- Perform additional sampling as recommended by Malcolm Pirnie on both Wastewater Treatment Plants and Industries for BOD and TSS quarterly.
- Perform additional sampling for Copper on drinking water samples during wastewater sampling events at Industries Wastewater Treatment Plants to build a database for these analyzes in preparation for the next Local Limit Study as recommended by Malcolm Pirnie.

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Protect water supply from possible cross-connections.

Objective: Inspect all businesses connected to City of Flagstaff water system for potential cross-connections.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of businesses inspected for potential cross connections.	1,237	1,387	1,400	1,400
Percent of backflow devices that failed.	10%	2 - 6 %	6%	5%
Number of backflow devices tests logged.	1,561	1,874	1,900	1,950

DIVISION 55

Council Priority/Goal: COLLABORATION

Goal: Inspect all businesses and industries that have connections to the City of Flagstaff collection system.

Objective: Inspect all businesses and industries for pretreatment options and educate them on pollution prevention techniques.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Number of pretreatment businesses inspected.	1,237	1,387	1,400	1,400
Number of compliance samples analyzed.	4,222	10,245	3,020	3,020

Council Priority/Goal: CUSTOMER SERVICE

Goal: Provide informational responses to our internal and external customers.

Objective: Communicate with customers as efficiently and effectively to answer their questions,

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Contacts through calls, letters, & e-mails to customers.	3,350	4,236	4,400	4,450

PERFORMANCE INDICATORS	CY03	CY04	CY05 EST.
Number of businesses inspected for potential cross connection	1,200	1,237	1,300
Number of backflow device tests logged	1,462	1,561	1,600
Number of compliance samples analyzed	8,918	4,222	4,000
Number of pre-treatment business inspections	1,000	1,237	1,300
Percent of failed back flow tests	10%	10%	10%

EXPENDITURES BY CATEGORY:										
	Actual		Adopted		Estimated		Proposed			
	Expenditures		Budget		Expenditures		Budget		Budget-Budget	
	20	004-2005	2005-2006		2005-2006		2006-2007		Variance	
PERSONAL SERVICES	\$	197,944	\$	204,516	\$	207,590	\$	217,616	\$	13,100
CONTRACTUAL		52,589		252,548		182,564		95,081		(157,467)
COMMODITIES		15,406		15,457		15,457		19,457		4,000
CAPITAL		7,320		-		-		-		-
TOTAL	\$	273,259	\$	472,521	\$	405,611	\$	332,154	\$	(140,367)
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	107,306	\$	299,812	\$	220,928	\$	150,548	\$	(149,264)
NPDES MONITORING		46,606		53,899		53,899		42,040		(11,859)
INDUSTRIAL WASTE MONITOR		77,750		86,037		86,037		124,748		38,711
HAZARDOUS WASTE		4,295		4,339		4,339		-		(4,339)
BACKFLOW X CONN. CONTROL		37,302		28,434		40,408		14,818		(13,616)
TOTAL	\$	273,259	\$	472,521	\$	405,611	\$	332,154	\$	(140,367)
SOURCE OF FUNDING:										
	WATER AND WASTEWATER FUND					\$	332,154			
					\$	332,154				
COMMENTARY										

COMMENTARY:

The Wastewater Monitoring operating budget has decreased 30% and there are no capital expenditures. Personal Services increases are due to a .50 FTE staffing addition for an Administrative Assistant. In addition, there is a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. Contractuals decrease is related to prior year one-time expenditure. Commodities increase is due to one-time computer and office equipment for new personnel.

To provide wastewater reclamation that exceeds all federal, state and reuse requirements in a safe and cost-effective manner. To submit all required regulatory reports on time without exception. To promote the use of reclaim water for all approved uses throughout the City of Flagstaff and vacinity. To educate the public on issues related to water reclamation, water conservation, and sustainable use.

PROGRAM DESCRIPTION

The Rio de Flag Water Reclamation Facility processes wastewater flow from the western half of the city and reclaims water for a variety of non-potable uses. Landscape irrigation is the principal use of reclaim water but water is also used for non-potable commercial and industrial uses. Excess reclaim water is released to the Rio de Flag wash for riparian enhancement. This semi-automated treatment facility uses advanced technology to produce non-potable water that is rated as Grade A+ by the state of Arizona. The program monitors product water quality as well as downstream water quality. Staff

is also responsible for pumping the water into the citywide distribution system and maintaining the reclaim water storage facilities at Buffalo Park.

FY 06 ACCOMPLISHMENTS

- ✓ The Rio de Flag WRP has provided reclaimed water to SCA Tissue for the past 12 months, and is now able to treat the discharge flow from SCA.
- ✓ Provided 319 Million Gallons of reclaimed water for beneficial reuse during calendar year 2005.
- Consistently produced final effluent that met all state and federal permit requirements.

FY 07 NEW INITIATIVES

Implement cost-effective asset management practices to minimize the life-cycle cost of this facility.

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Provide wastewater treatment that meets or exceeds criteria for Federal, State & Water Reuse Permits

Objective: Production and distrubution of reclaimed water that is safe for its intended use.

Measures:	CY 04	CY 05	CY 06	CY 07
	Actual	Actual	Estimate	Proposed
Number of Permit Violations	0	0	0	0

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Promote and encourage use of reclaimed water through education and PR programs. Schedule tours and provide information in a timely manner.

Objective: Promote the use of reclaimed water where appropriate, there by off setting the demands for potable water.

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Gallons of reclaimed water produced (millions)	693	745	755	755
Gallons of reclaimed water reused (millions)	305	319	330	340

Council Priority/Goal: FISCAL HEALTH

Goal: Maintain operations, maintenance and lab budgets within the projected amounts.

Objective: Control our costs while maintaining service levels at existing levels

	CY 04	CY 05	CY 06	CY 07
Measures:	Actual	Actual	Estimate	Proposed
Cost/thousand gallons of reclaimed water produced		\$1.09	\$1.15	\$1.20

Council Priority/Goal: QUALITY OF LIFE

Goal: Respond to complaints within 24 hours.

Objective: Minimize complaints resulting from the operation of the Rio de Flag WRP.

Measures:	CY 04	CY 05	CY 06	CY 07
	Actual	Actual	Estimate	Proposed
Number of complaints (odors, etc.)	0	0	0	0

EXPENDITURES BY CATEGORY:											
	Actual		Adopted		Estimated		Proposed				
	Expenditures		Budget		Expenditures		Budget		Budget-Budget		
	20	004-2005	2	2005-2006		2005-2006		2006-2007		Variance	
PERSONAL SERVICES	\$	298,475	\$	276,083	\$	341,144	\$	284,822	\$	8,739	
CONTRACTUAL		469,724		535,526		514,320		464,565		(70,961)	
COMMODITIES		91,351		118,450		117,441		121,420		2,970	
CAPITAL						-		25,500		25,500	
TOTAL	\$	859,550	\$	930,059	\$	972,905	\$	896,307	\$	(33,752)	
						-					
EXPENDITURES BY PROGRAM:											
GENERAL ADMINISTRATION	\$	65,890	\$	54,782	\$	138,352	\$	70,919	\$	16,137	
PLANT OPERATIONS		466,093		471,871		448,541		583,713		111,842	
PLANT MAINTENANCE		125,021		164,861		165,038		189,375		24,514	
LAB-PROCESS CONTROL-MONITOR		84,049		128,645		97,548		52,300		(76,345)	
RECLAIMED CONNECTIONS		117,341		109,900		109,900		-		(109,900)	
DIS RECOVERY RIO		1,156		_		13,526		-			
TOTAL	\$	859,550	\$	930,059	\$	972,905	\$	896,307	\$	(33,752)	
SOURCE OF FUNDING:											
	WATER AND WASTEWATER FUND					\$	896,307				
					\$	896,307					

COMMENTARY:

The Rio de Flag Treatment Plant operating budget decreased by 6% and capital expenditures total \$25,500 resulting in an overall net decrease of 4%. Personal Services increase is due to a 9% pay plan adjustment and increases in ASRS, health insurance, and dental insurance. Contractuals decrease is due to Rebates-Reclaimed H20 Connections being moved to Div 58. Commodities increase are due to miscellaneous computer equipment, office equipment and chemicals. One-time expenditures for this division are \$996 for Emergency Response Drill (Rio), \$1,250 purchase of 2 monitors for SCADA system, \$26,500 for costs involved with anticipated rate increase, and \$12,500 for purchase of Anthracite Coal for Dual Media Filters. Major capital (>\$10,000) includes \$25,500 Submersible Propeller Pump.

